

WellCare ACT Mastery Exam (Latest 2023/2024 Update) Version 5 | Questions and Verified Answers| Grade A| 100% Correct

Q: Which of the following actions are you required to do when contacted regarding an allegation of noncompliant activity?

Answer:

All of these

Q: Dual-eligible and LIS beneficiaries that are not at-risk may use a Dual-Eligible SEP once per each of the _____ calendar quarters only.
(Select all that apply.)

Answer:

- a. First
- b. Second
- c. Third

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Q: An agent who has never had any verbal warnings cannot be issued a Corrective Action Plan.

Answer:

F

Q: When explaining the provider network for D-SNPs and C-SNPs:
(Select all that apply.)

Answer:

- a. Avoid submitting applications with no primary care provider (PCP) to assist these higher-risk members.
- b.

If a member is not connected to a primary care provider (PCP), we should always encourage and assist with connecting them with an in-network doctor.

Q: Failure to inform a beneficiary that a trusted provider is out-of-network or is not available in the newly selected plan can cause a sales allegation.

Answer:

T

Q: A grievance request, or any evidence concerning a grievance, must be filed orally or in writing no later than _____ calendar days from the date of the event or the date the member is made aware of the issue.

Answer:

60

Q: When enrolling a D-SNP beneficiary, be sure to verify plan enrollment eligibility and that the Medicare Savings Program (MSP) level is eligible for the requested plan.

Answer:

T

Q: Key areas you as an agent have control over and impact upon regarding Star Ratings for quality are:

Answer:

All of these

Q: Lead-generating activities (either directly or indirectly) facilitated by a third-party marketing organization (TPMO) need to include a notice to the beneficiary that their information may be shared with a licensed agent for future contact.